

## CHAPTER 12

### SECTION 4

## BENEFICIARY, CONGRESSIONAL, AND HEALTH BENEFIT ADVISOR RELATIONS

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### 1.0. GENERAL

The contractor's primary responsibilities in a service relations program are to the beneficiaries and the providers. However, in meeting these responsibilities, it is frequently necessary to respond to Congressional Offices or to Health Benefit Advisors (HBAs) who are intervening on behalf of a beneficiary or provider. To facilitate handling of these contacts, contractors should establish a working relationship with the Congressional delegations in each state and with the HBAs in the service area. These individuals can often assist in resolving questions/problems of the beneficiary and provider population.

### 2.0. BENEFICIARY RELATIONS

Contractors will be invited to attend and participate in beneficiary meetings, such as the Retired Military Associations. These meetings provide opportunity for the contractor to make presentations and distribute educational material to the beneficiaries.

### 3.0. CONGRESSIONAL AND HBA RELATIONS

The contractor is responsible for performance of some minimum functions in carrying out a Congressional and HBA relations programs within the service area of the contract(s). The contractor shall:

#### 3.1. Establish Communications

The contractor shall establish and maintain effective communication with the Congressional office staffs and HBAs in the service area(s) of the contract(s). To do this, the contractor shall establish procedures and provide staffing to perform all necessary functions.

3.1.1. The contractor shall provide written notification of the contractor's point(s) of contact [name(s), address(es), and phone number(s)] to all congressional offices and HBAs serving the states covered by the contract. The contractor shall provide separate telephone numbers (lines) reserved exclusively for congressional offices and HBAs. This service is not required to be toll-free; however, the contractor shall provide sufficient telephone lines and TRICARE staff to meet the requirements in [Chapter 12, Section 8, paragraph 3.0](#). In addition, when it is appropriate because of the volume of Congressional office inquiries received, a contractor representative may need to make a visit to resolve problems and/or educate the staff about the contractor's TRICARE operations and requirements. In most MTF catchment areas, it is expected that the contractors health care finder staff will have regular if not daily, interface with the HBAs. In other areas, the contractor shall develop a program of regular HBA contact which will include a contractor representative meeting with the HBA at least

semi-annually. When serious problems or other needs arise, more frequent contact will be required.

**3.1.2.** The contractor shall provide each MTF (hospital and clinic) with on-line (read only) access to the contractor's automated claims processing, authorizations, and claims history files. The contractor shall provide all ADP equipment, including two terminals and one printer per facility, training, and support necessary for the MTF/Clinic to effectively use the information contained in the automated files to assist beneficiaries with their individual questions and concerns. The contractor shall also provide electronic mail capability through the ADP equipment provided each MTF. The electronic mail shall be configured to allow MTF personnel to communicate with all components of the contractor's operation.

**3.1.3.** The following requirement applies only to Regions 2 and 5. The contractor shall provide each MTF (hospital and clinic) and each Lead Agent with on-line (read only) access to the contractor's automated claims processing, authorizations, and claims history files through two government-owned PCs per facility so that access is transparent to the government PC user. Access shall include the capability to print to the specified government-owned PC locations. The contractor shall provide training and support necessary for the MTF/Clinic/Lead Agent to effectively use the information contained in the automated files to assist beneficiaries with their individual questions and concerns. The contractor shall also provide electronic mail capability to the specified government's PCs at each MTF/Lead Agent location. The electronic mail shall be configured to allow MTF personnel to communicate with all components of the contractor's operation.

### **3.2. Bulletins**

The contractor shall furnish copies of the quarterly bulletin discussed in [Chapter 12, Section 5, paragraph 2.3.](#)

### **3.3. Reporting**

By the 30th day following the close of each contract quarter, the contractor shall submit a summary report only, with the number and the type of contact (Congressional, HBA, etc.) actually completed. The report shall show, for example, 100 visits, 50 HBA contacts, etc. The actual visit or contact reports, plus the internal contractor management monitoring reports shall remain a requirement. This report shall be available for TMA review at the contractor's office but shall not routinely be sent to the TMA. A special report shall be sent to the TMA when there is any special accomplishment achieved, special problems encountered or when the contractor's representative receives a recommendation or request from a provider which needs special attention at TMA.

### **4.0. SPECIAL HBA MEETINGS**

TMA conducts workshops with HBAs in various locations throughout the year. The contractor will be required to provide representation to participate in the workshops where HBAs from the contractor's service area will be present in significant numbers. TMA will provide at least 30 calendar days notice of such a requirement. TMA will also outline the expected nature of contractor's participation. If a contractor has a specific problem or issue which should be addressed at an HBA meeting, TMA should be notified at least 21 days prior to the scheduled meeting.